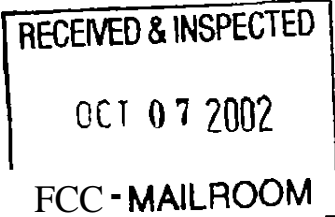


ORIGINAL

Office of the Secretary of the FCC  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

LATE FILED



19 September 2002

Subject: "EX PARTE COMMENT FOR DOCKET NUMBER 90-571 on NECA FUNDS" and "EX PARTE COMMENT TO DOCKET NUMBER 98-67 ON TRS/STS OUTREACH"

Dear Secretary

We are very pleased that Maryland has a strong STS Outreach service. I live in Maryland and am glad that telephones are accessible to people with speech disabilities here. I encourage Telecommunications Access of Maryland to increase its STS outreach funding. Maryland was once first in the nation in the number of STS calls per capita. I would like to see Maryland regain that position.

We do encourage AT&T to improve its STS services. Many AT&T Communications Assistants (CAs) have southern accents which are difficult for people outside the South to understand. CAs should speak with accents appropriate to the area of the country which they serve. In addition, many ATBT CAs appear reluctant to revoice what consumers say. CAs need to be more willing to revoice.

#### CONCLUSION

I encourage Telecommunications Access of Maryland to work to increase Maryland's STS call volumes and we encourage ATBT to improve its quality of service.

Sincerely,



**Rebecca Ladew**  
1608 Roundhill Road  
Baltimore, MD 21218-2213

cc: Disability Rights Office  
Consumer Information Bureau  
Federal Communications Commission, Room 6C-447  
445 12th Street SW  
Washington, DC 20554

cc: Teresa Feeney  
AT&T Customer Care  
100 S. Jefferson Street, Suite 115  
New Castle, PA 16101

cc: Brenda Kelly Frey  
Telecommunications Access of Maryland  
301 W. Preston Street, Room 1008A  
Baltimore, MD 21201

cc: State Of Maryland  
Department Of Budget And Management  
Telecommunications Access Of Maryland  
301 West Preston Street Suite 1008a  
Baltimore, MD 21201

cc: Bob Segalman, Ph.D.  
Department of Rehabilitation  
Att: Program Evaluation  
2000 Evergreen Street  
Sacramento, CA 95815